

# State of Minnesota Judicial Branch

## Master Service Agreements

### Statement of Work (SOW)

**Project Title: Staff Augmentation – PICS Project**  
**Service Category: Business Analysis**

#### **Master Service Agreements Statement of Work**

**Defined.** The State of Minnesota, State Court Administrator's Office ("State") is using a competitive selection process (referred to herein as the "Statement of Work") through its Master Service Agreements program to select a vendor responsible for providing business analysis services for the analysis and requirements gathering phase of an Information Technology Division systems replacement project entitled "PICS". This is not a bid, but a Statement of Work that could become the basis for negotiations leading to a Work Order Contract under the vendor's Master Service Contract to provide the services described herein.

Only vendors that have been selected as a Master Service Agreements vendor with the State following submission of a proposal to the Master Service Agreements for IT Technical/Infrastructure Services & IT Application/Development and Support Services Request for Proposal, and have an approved Master Service Contract with the State for the service category requested herein, may submit a response to this Statement of Work and be considered for a Work Order Contract to provide the services described herein.

**Right to Cancel.** The State is not obligated to respond to any proposal submitted, nor is it legally bound in any manner whatsoever by the submission of a proposal or response to this Statement of Work. The State reserves the right to cancel or withdraw this Statement of Work at any time if it is considered to be in its best interest. In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or otherwise. The State also reserves the right to reject any or all proposals, or parts of proposals, to waive any informalities therein, and to extend proposal due dates.

#### **Business Need**

The Information Technology Division (ITD) of the State Court Administrator's Office (State), located at the Minnesota Judicial Branch (MJB), is seeking one (1) senior level business analyst to perform business analysis tasks including but not limited to requirements gathering, business process analysis, and preparation of an RFP for a State Court Administration managed ITD systems replacement project entitled the "PICS" project. The list below describes the three (3) systems which are to be replaced as a result of the "PICS" project:

- Psychiatric Psychological Services Online Invoicing and Database System Replacement.

- A complete rewrite of the current, outdated application to provide tracking, approving, invoicing, and generating reports for psychiatric psychological services. This project involves psychologists and psychiatrists who are mandated to use the system. The users are an entity that the Courts contract with to deliver services.
- Court Interpreter Online Invoicing and Database System Replacement.
  - A complete rewrite of the current, outdated application to provide improved data collection and invoicing for the Court Interpreter Program. This includes developing databases that will integrate with the courts MNCIS case management system data.
- Child Support Magistrate Timesheet System Replacement.
  - The Child Support Magistrate needs replacing. With each upgrade of Internet Explorer or operating systems (XP, VISTA, etc.) there are new problems with this timesheet system.
  - A reassessment of the data collected by the system and the reports it provides needs to be completed.
  - A third phase of the original system request was never developed and needs to be included in this replacement.

All three systems are built on the same platform and are all slated for replacement. It is believed that there are similarities and commonalities between the three systems (such as time entry and invoicing) that some of the database(s) and functionality can be purchased or developed in such a way as to be shared between the systems.

## **Project Deliverables**

The following project deliverables are typical and may be expected from any business analyst for the project. It should be noted that the project has already commenced and that some business analysis services are currently being performed by other business analysts already assigned to the project. The assignments given the contract business analyst will be decided upon by the project manager assigned to the project. The list below indicates deliverables that may be required from the contract business analyst.

- Document As Is Process Activities
- Document To Be Process Activities
- Prioritize activities into iterations;
- Draft Detailed Business Requirements;
- Confirm Detailed Business Requirements;
- Develop Use Cases for Business Requirements;
- RFP Requirements and scoring matrixes

In addition to the above deliverables, the selected business analyst will participate in project team meetings and perform other duties as assigned by the assigned project manager and the State's PMO Manager.

## **Project Milestones and Schedule**

Project milestones and scheduled completion dates will be determined and assigned by the respective project manager based upon the current status and progress of the project having been negotiated by the project manager and the State's PMO manager.

## **Project Location, Working Hours, Contract Timeframe**

- The project work locations will be at the Minnesota Judicial Center located at 25 Rev. Dr. Martin Luther King Jr. Blvd, St. Paul, Minnesota, 55155.
- Business hours are Monday through Friday, 8:00 AM to 4:30 PM.
- The project manager is expected to work full-time hours.
- The contract timeframe has an anticipated start date of October 19, 2015 and would continue through March 31, 2016.

## **Responsibilities Expected of the Selected Vendor**

- The contractor will provide analysis and design documentation agreeable to the assigned project manager and the State's PMO manager.
- The vendor will assign a primary contact that will be responsible for all formal communications between the vendor and the State's PMO manager.
- The contractor will act in a professional manner and abide by all rules set forth by the Minnesota Judicial Branch.
- The contractor will report to the assigned project manager and the State's PMO manager.

## **Required Qualifications and Skills**

Master Service Contract Resource Category: Business Analysis

### Required Minimum Qualifications:

- Possession of a Bachelor's degree in computer sciences, management information systems or related field or equivalent work experience.
- Minimum of five (5) years significant business analysis experience on multiple projects.
- *Expert* experience using Visio in creating and managing complex project analysis and business requirements.
- Ability to adapt to changes in course while maintaining productivity.

### Required Skills:

- Exceptional business analysis skills and business analysis experience.
- Excellent interpersonal skills and the ability to build and maintain effective working relationships with MJB leadership and all project(s) stakeholders.
- Exceptional analytical skills and experience.
- Excellent oral and written communication skills.
- Excellent problem solving abilities.
- Must be highly organized.
- Ability to plan, organize and keep up with multiple projects and multiple project deadlines with minimal supervision.

### Desired Skills:

- Previous work with the MN Judicial Branch.
- Prior experience working with other government agencies
- IIBA certification
- Other related IT certifications

## **Proposal Requirements**

- Hourly rate and a total “not to exceed” dollar amount for the proposal.
- Resume of assigned individual including skill sets and experience.
- References: Provide three (3) clients you have assisted with same or similar projects
- Conflict of interest statement as it relates to this project.

## **Statement of Work Evaluation Process**

- Skills / Experience (40%)
- Hourly Rate (20%)
- Interview (40%)

## **Statement of Work Process and Selection Schedule**

- Posting Date on State MJB Website (<http://www.mncourts.gov> – Public Notices): September 21, 2015
- Deadline for Questions: September 30, 2015
- Posted Response to Questions: by close of business on October 5, 2015
- Proposal Submission Deadline: by 12 o’clock noon on October 7, 2015
- Proposal Evaluation Begins: October 8, 2015
- Candidate Interviews: October 12 and 13, 2015
- Subsequent selection as soon as possible thereafter

## **Amendments**

Any amendments to this Statement of Work will be posted on the Minnesota Judicial Branch’s public website.

## **Questions**

All questions about this Statement of Work must be submitted in writing via e-mail to the State’s sole point of contact identified in this paragraph no later than the end of the business day (4:30 PM, CST) on September 30, 2015. Other State personnel are not allowed to discuss the Statement of Work with anyone, including responders, before the proposal submission deadline. The State’s sole point of contact for questions is:

Rich Gutsche  
State Court Administrator’s Office  
25 Rev. Dr. Martin Luther King Jr. Blvd.  
St. Paul, Minnesota 55155  
Email: [Rich.Gutsche@courts.state.mn.us](mailto:Rich.Gutsche@courts.state.mn.us)

Timely submitted questions and answers will be posted on the MJB website by the end of the business day (4:30 PM, CST) on October 5, 2015, and will be accessible to the public and other proposers.

## **Proposal Submission Instructions**

Proposals must be submitted in writing or via e-mail no later than 12 noon CST on October 7, 2015 to:

Rich Gutsche  
State Court Administrator's Office  
25 Rev. Dr. Martin Luther King Jr. Blvd.  
St. Paul, Minnesota 55155  
Email: [Rich.Gutsche@courts.state.mn.us](mailto:Rich.Gutsche@courts.state.mn.us)

No facsimile submissions will be accepted.

**Signatures.** The proposal must be signed by in the case of an individual, by that individual, and in the case of an individual employed by a firm, by the individual and an individual authorized to bind the firm.

**Ink.** Prices and notations must be typed or printed in ink. No erasures are permitted. Mistakes may be crossed out and corrections must be initialed in ink by the person(s) signing the proposal.

**Deadline; Opening; Public Access.** Proposals must be received no later than 12 noon CST on October 7, 2015. Proposals will be opened the following business day. Proposals, once opened, become accessible to the public, with the exception of trade secret information submitted in accordance with Rule 5, subd. 8(b) of the Minnesota Rules of Public Access to Records of the Judicial Branch. Except for trade secret information submitted in accordance with Rule 5, subd. 8(b) of the Minnesota Rules of Public Access to Records of the Judicial Branch, do not place any information in your proposal that you do not want revealed to the public. Please also note that if a vendor's proposal leads to a contract, the following information will also be accessible to the public: the existence of any resulting contract, the parties to the contract, and the material terms of the contract, including price, projected term of the contract and scope of work. All documents accompanying or attached to the proposal, including the proposal, will become the property of the State.

**Late Proposals.** Late proposals will not be accepted or considered.

**Selection Timeline.** Vendor selection will be as soon as possible after the proposal submission deadline.